



BORD OIDEACHAIS AGUS OILIÚNA  
**CHILL DARA AGUS CHILL MHANTÁIN**  
**KILDARE AND WICKLOW**  
EDUCATION AND TRAINING BOARD

## Customer Complaint Form for KWETB

Kildare and Wicklow Education and Training Board is committed to providing the highest standard of customer service. However, it is recognised that there may be, from time to time, cause for complaint. Our process for the management of customer complaints and feedback aims to ensure that complaints are dealt with in a consistent, equitable and transparent manner. Complaints and feedback are an opportunity for us to improve our public service. Every customer has a right to complain regarding poor service or failures arising from administrative or operational action. This Complaints Process covers complaints about issues such as delays, mistakes and poor customer service by Kildare and Wicklow Education and Training Board.

*“A complaint is an expression of dissatisfaction by one or more members of the public about an organisation’s action or lack of action, or about the standard of service provided by or on behalf of the organisation”.* Office of the Ombudsman, Ireland.

### ***In ETBS the Complaints Procedure does not cover:***

- Matters of Policy
  - Matters which are the subject of litigation
  - Matters which have been referred to the Office of the Ombudsman
  - Complaints concerning matters of Child Protection or Ombudsman for Children
  - Parental/Students Complaints against Staff Members (Policy for this linked here)
  - Staff Grievances (Nationally Agreed Procedure for this linked HERE)
  - Refusal to enrol or expulsion of students under Section 29 of the 1998 Education Act
  - Complaints arising from matters covered under GDPR (Data Protection Act 2018).
  - Complaints arising from matters covered under Freedom of Information Act 2014.
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## **How to Make a Complaint:**

If your complaint is linked to a school/center or service we would encourage you to engage with local management, in the first instance, to work together on feedback or to resolve your customer service complaint. If you cannot get satisfaction, locally, please complete the attached form and submit it to [customercare@KWETB.ie](mailto:customercare@KWETB.ie). Your Complaint will be dealt with by the Officer with responsibility for Customer Care, normally the Corporate Services APO (or designate).

## **Time Limits**

Customers are advised that, unless there are exceptional circumstances, a complaint should be brought as soon as possible to the attention of the ETB. It is reasonable that complaints should be brought no later than 4-6 weeks of the event. Submission of delayed complaints may result in the ETBs inability to examine the matter thoroughly.

## **Process of Complaint:**

The Complaint Form will be referred by the Customer Care Official directly to the Section or Service that you have dealt with, and a response will issue from that Section, via the Customer Complaint official. In most circumstances our staff will do their best to settle your complaint quickly and informally without you needing to do anything else. This may involve engagement directly with you to clarify and resolve matters before the formal response is issued.

If you are unhappy with that response you can escalate your complaint in writing, via the [customercare@KWETB.ie](mailto:customercare@KWETB.ie) and the Customer Care Officer will forward the complaint to the Senior Director with responsibility. You should explain, in detail by email, why you are still not satisfied and what you expect from a further review. The Director will review your complaint and respond, normally within 28 working days to your complaint.

## **Office of the Ombudsman**

You can complain to the Ombudsman at any time, however, the Ombudsman will usually refer a complaint back to the ETB if it has not been through our complaint's process, in particular, if the complaint has not been subject of a Director or Senior Management Review. The best way to contact the Ombudsman is by:

- Clicking on the 'Make A Complaint' link at [ombudsman.ie](http://ombudsman.ie) **or**

- Writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02W773 **or**
- Calling the Ombudsman on **01 639 5600** if you have any queries or if you need help making your complaint.



**Sent in by:**

**Date**

**For office use only**

**Date complaint received:**

**Dealt with by:**

**Response sent (yes or no)/date:**

**If escalated to Director:**

**Date received:**

**Date responded to**